User guide for the 390 and 480 phones

Interactive Intelligence 390/480e Phones

User Guide

Last revised: April 27, 2004

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Introduction

This manual covers the use of INTERACTIVE INTELLIGENCE 390 and 480e phones with the INTERACTIVE INTELLIGENCE phone system. These phones provide an easy-to-use interface through its large screen and 6 softkeys. By providing this interface, the user no longer has to remember all the phone feature codes to perform functions such as call handling, or extension management.

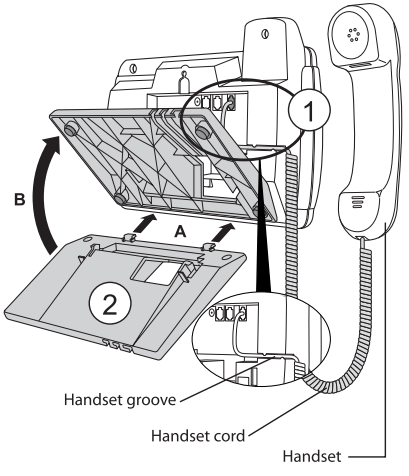
This manual should therefore be used in place of the Telephone User Interface Quick Reference provided with the telephone. Please continue to refer to The Analog Telephone Interface Guide for all other INTERACTIVE INTELLIGENCE features.

Installation and Setup

Installation

1. Connect the handset cord

Turn the telephone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration on the next page. Attach the handset to the other end of the handset cord.



2. Attach the stand

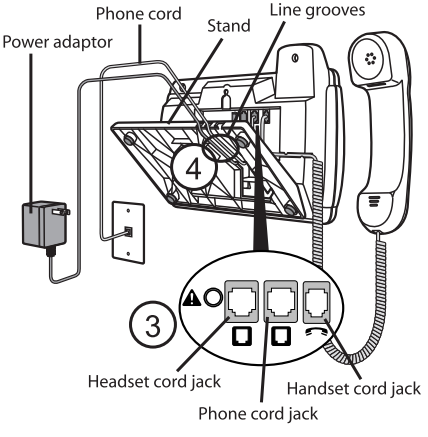
If you plan to mount the phone on the wall, you do not need to attach the stand, skip this step. If you plan to use the phone on a desk, attach the stand by inserting the tabs on the stand (marked with ↓) into the slots on the bottom of the telephone. For a higher viewing angle, use the slots marked . For a lower viewing angle, use the slots marked . Then rotate the stand towards the phone until it snaps into place.

3. Connect the cords

If you attached the stand to install the phone on a desk, route both the phone cord and power adapter cord through the opening in the stand. Insert the phone cord into the slot on the back of the telephone marked until it clicks into place. Insert the power cord into the power jack marked . *Note: You should connect the power adaptor to a surge protector or power bar.*

4. Press the cords into grooves

Press the cords into two of the grooves provided on the bottom the stand. This will allow the stand to sit flat on a desk surface.



5. Install the phone

If you have installed the stand and are using the phone on a desk:
Simply turn the telephone over so it rests on the stand. Connect the phone cord to a phone jack and plug the power adapter into a power outlet.

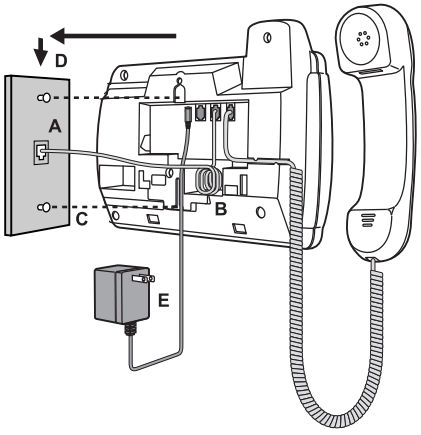
6. Install the phone on a wall

1. Connect the cord to the wall jack (A).
2. Coil the phone cord into the space provided on the back of the phone (B).
3. Align the telephone so the hooks on the wall plate (C) align with the wall-mount slots on the back of

[2] **Note:** You may wish to purchase a short phone cord from a local supplier for a wall installation.

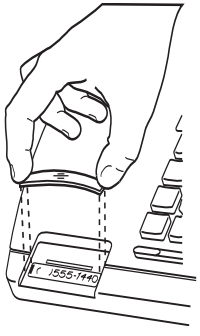
the phone, as shown here.

4. Push the phone onto the pegs, and then slide it down until it is secure (D).
5. Plug the power adaptor1 into a power outlet (E).



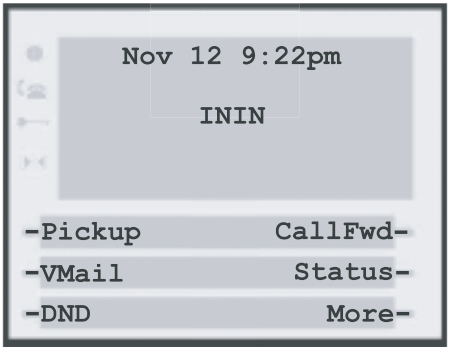
7. Insert number card

Write your telephone number on the number card, and place it into the card slot on the telephone, located under the mouthpiece in the handset cradle. Gently bend the clear plastic lens into the slot, over the number card.



Screen and Softkey Setup

After phone is plugged in and powered up, lift the Handset. If softkey‡ labels appear on the screen as shown next, your phone set up is complete. If this is the case, skip to this chapter.

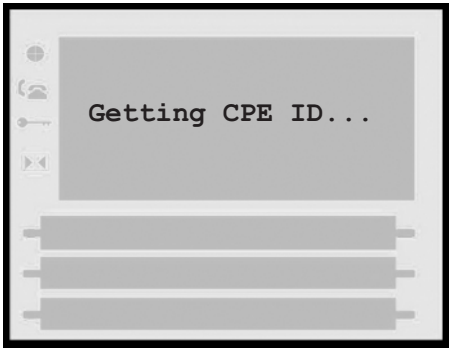


If softkey labels do not appear on screen:

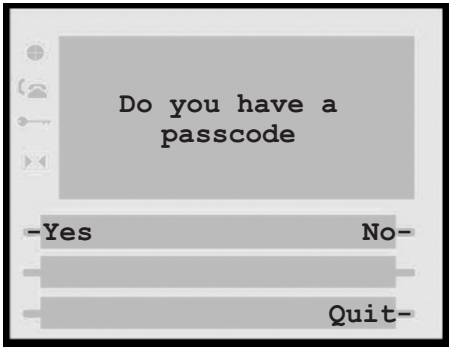
1. Please dial 1-866-732-8791 (toll free for most States within North America) or 604-629-4976 to program your phone

2. At the voice prompt press 2 to download programming. You will see the next screen, please wait. (No more than ten seconds).

‡ The softkeys are the 6 buttons on either side of the screen. The softkey labels are the text that appears beside the buttons

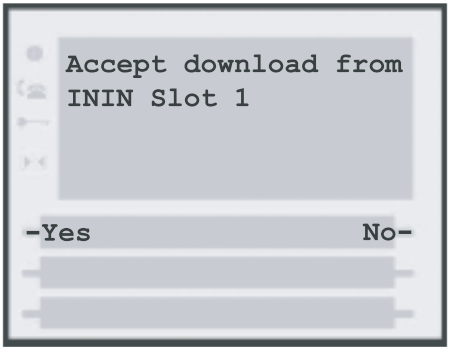


3. When the screen displays the prompt, "Do you have a passcode?" select the **No**.



The screen should now say **Accept Download from ININ Slot 1**. Please press **Yes**.

Caution: DO NOT pres **Yes** during a beep. If you do you may hear a noise similar to a dial up modem or fax machine. If this happens please hang up and try again.



4. Next, the screen should say either **Accept download from ININ Slot 2 or Slot 4**, please press **Yes** again.

5. Last, the screen should say **Download complete** and the phone hangs up itself.

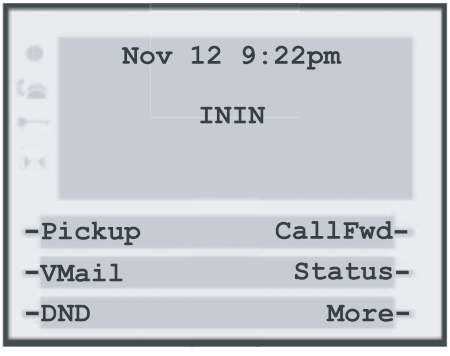
If the screen displays **Phone ID not found**, please press the **Agent** softkey to connect with an agent.

Getting Started

The INTERACTIVE INTELLIGENCE phones contain three screens states—Idle, Connected and Inbound. These screen states have softkeys to help you make and manage your calls more easily.

Idle State 1

The Idle State‡ is the screen you will see most often. It allows you to make calls, pick up calls, check voicemail manage your extension and more.



Pickup

Press the **Pickup** softkey to access the Call Pickup Menu. From this menu you can pick up parked, held, or alerting calls.

‡ Note: When you hang-up the phone, the Idle State screen may appear to vanish; however, it will instantly reappear whenever the phone goes off-hook, either by pressing the speaker button or lifting the handset.

VMail - Interaction Mail Menu

Use this softkey to access to your voice mail.

1. Press **VMail**
2. Enter your extension and press **OK**
3. Enter your password and press **OK**

DND - Do not Disturb

Use this softkey to toggle the Do Not Disturb feature on and off. While activated, all your calls will be forwarded to your voicemail

CallFwd - Call Forwarding

This softkey allows you to transfer a current or selected call to a phone number or extension

1. Press **CallFwd**
2. Enter your extension and press **OK**
3. Enter your password and press **OK**
4. Dial Extension or External phone number followed by pound key.
5. Press **Hangup** when done.

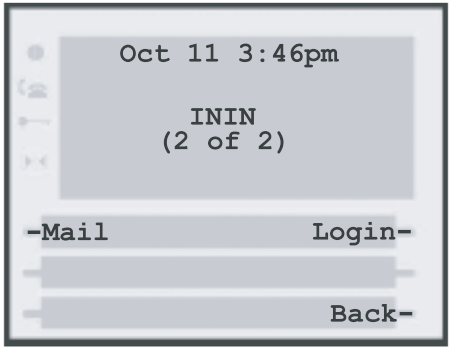
Status

Use this softkey when you what to now the current status of the extension.

More

This softkey connects you to Idle State Screen 2. Idle State Screen 2 allows you manage your extension.

Idle State 2



Mail

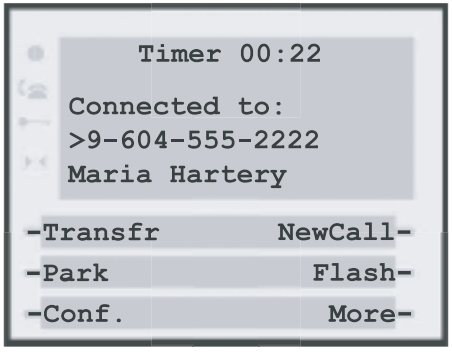
This softkey transports you to the Main Interaction MailTM Menu to manage your voice messages, faxes, email, send voicemail and manage personal options, etc. (extension and passcode required). See Interactive Intelligence's *Interactive Mail™ Menus* document for more information

Phone Log In

Phone-only agents can use this softkey to log in and take calls (extension and passcode required).

Connected State 1

The connected state screen will appear when you are connected to a call. This screen is used for all call handling functions such as Transferring calls, Conferencing Calls, Placing Calls on Hold and more.



Transferring Calls

Use this softkey to transfer a call to another extension, while connected to a call:

1. Press **Transfr**
2. Select a Call Transfer option:
   Current—Transfers current call
   Select—Places current call on hold and transfers a selected call based on the Call Number entered

Current transfer

1. At screen prompt enter extension number or external phone number and press **OK**.
2. Wait for the third party to answer.
3. Consult with the third party, and then press **Hangup** to complete the transfer or **Back** to go back to the original call.

Select Transfer

At screen prompt, enter Call Number and press **OK** (The Call Number identifies which call to transfer (e.g. 1, 2, etc.)

Park
This softkey allows you to park a call at an extension, work group or station. ***Note:*** *You can not park a call to a remote telephones numbers.*

To use this feature:
1. Press **Park**
2. Enter number where the call will be parked
3. Press **Hangup** when done.

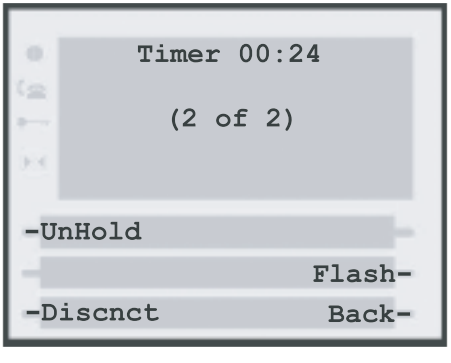
Conference Calls
This softkey allows you to conference calls together:

1. Press **Conf.** softkey
2. Select a conferencing option:
   All (Places current call on hold and conferences all calls on hold together)—At screen prompt enter extension number or external phone number and press **OK**.
   Select (Places current call on hold and conferences selected call based on Call Numbers entered)—At screen prompt enter Call Number(s) and press **OK**, using a "#" between Call Numbers when entering more than one.
   Note: *If only one call is connected, do not enter a Call Number.*

NewCall — New Call (Hold feature)
Use this softkey to put your current call on hold and place another call:
1. Press NewCall.
2. Enter extension number or external phone number and press **OK**.
3. The original call is now on hold. To return to the original call, press **Flash**.

More
This softkey connects you to the Connected State 2 screen.

Connected State 2
The Connected State 2 screen offers additional connected state options, such as disconnect or unhold.



Disconnect a call
The **Discnct** softkey disconnects a call on your extension. If you have more than one call, you can choose which calls you want to disconnect.

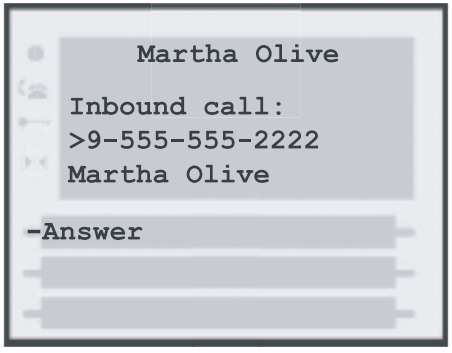
UnHold a call
Use this softkey when you want to pick up a call on hold. If only one call is connected, do not enter a Call Number.

Tip: For your ease of use, we recommend using **Transfr**, **Park** and **Conf** softkeys to perform all

your call handling functions instead of the **Flash** softkey

Inbound Call State

When someone calls your extension, you will see the Inbound Call Screen. A single ring indicates an external call while a double ring indicates an internal call.



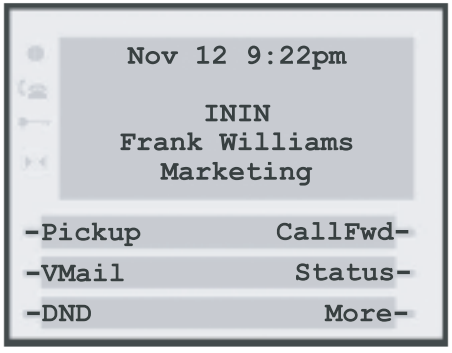
To answer the call, please do one of the following:

- Press Answer for hands free operation or,
- Press Speaker button in the model 390 or / in the 480e for hands free operation.
- Pickup the handset.

When you answer the call, the screen will change to the connected state. If you cannot answer the call, it will go to voicemail and the phone will return to the idle state screen.

Interactive Branding

Interactive Branding allows you to personalize your phone with two lines of custom text on your phone Idle State screen via the web. Each line can be up to 20 characters long.



Please go to www.sayson.com. Then click on **Products** and then on **Interactive Branding**.

In the two fields provided, please type in the information you want to place on your screen. Then press the submit button.

Please follow the instructions you are given on the next page.

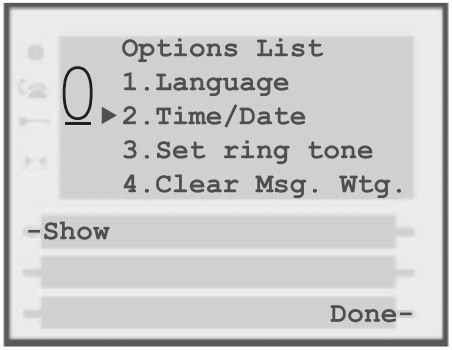
Other Phone Features

480e special features not found on the 390

- Headset Mode: Activate headset with the touch of a button without losing the ability to use speaker-phone or headset. The headset port works with 2.5 mm jack headsets (RJ22 adapter available, but not included).
- Security Numbers: This feature prevents selected numbers from appearing on the display screen when dialed or redialed.
- Live Dial Pad.
- Data port: Fax/Modem.
- Displays alternatively time and date, along with **New Callers, Message Waiting,** and **Extension in Use**.
- Multi-functional FSK and Voltage Message Waiting Indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold).

Customizing Your Phone—Options Menu

There are six configuration options in the model 390 and nine in the model 480e, both accessed by pressing the Options button.



Setting your Options

1. Press Options to enter the Options List.
2. Use ▲ and ▼ to scroll through the list of nine options.
3. Press the **Show** softkey to configure an option.
4. Use the softkeys to change a selected option.
5. Press the **Done** softkey at any time to exit the option, or press Options to exit the Options list.

1. Language - Select a language for the display prompts (English, French, or Spanish).

2. Time/Date - Use this option to change the time and date setting on the display. Press the appropriate softkey to increase that item by 1. For example, press the **Hour** softkey to increase the hour from 1 to 2. ***Note:*** *The INTERACTIVE INTELLIGENCE Communications System sets the time and date after the phone receives a call that displays Caller ID information.*

3. Set ring tone - Press the **Change** softkey to select one of four ring tones.

4. Clear Message Waiting - Sometimes the Message Waiting prompt will appear and the light will flash when there are no messages waiting on your Voice Mail service. When in this option, select the **Clear** softkey to clear the prompt and flashing light. The light will flash again when there are new messages waiting.

5. Area Code - In some locations, you cannot dial a local number using the area code. By default, incoming calls are recorded with area codes in the Callers List. This option allows you to enter up to three local area codes to be removed from incoming calls. Press the **Change** softkey to enter an area code.

6. Contrast Level - Use the **Change** softkey to cycle through 8 contrast settings, which brighten or darken the display.

The next options are exclusive to the model 480e:

7. Security Numbers - This option allows you to keep selected numbers from appearing on the screen when dialed. Use this option to protect passwords, access codes etc. When a security number is used, your telephone displays the asterisk * symbol for all digits entered after the security number and the digits do not appear in the Redial list display. Up to three security numbers can be created using this option.

8. Live Dialpad - Use this option to turn on or off the dial pad mode. With live dialpad on, the telephone automatically dials out and turns on Handsfree as soon a dial pad key or softkey is pressed. With live dialpad off, you must dial the number first and then lift the handset or press the Handsfree button before the number is dialed.

9. Set Audio - The Model 480e telephone allows you to use a handset, headset or handsfree to handle incoming and outgoing calls. This option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four options to choose from:

- **Handsfree** – this is the default setting. Calls can be made or received using the handset or handsfree speakerphone and can be switched between the two modes.
- **Headset** – choose this setting if you want to make or receive all calls using a headset.
- **Spkr/Hset** – incoming calls will be sent to the handsfree speakerphone. By pressing the / button on the phone you can switch between the handsfree speakerphone and a headset.
- **HSet/Spkr** – calls will be sent to the headset. By pressing the / button on the phone you can

switch between the headset and the handsfree speakerphone.

Predialing a Number

Predialing lets you view a number before you dial. Enter the number using the dial pad and before lifting the handset. Use the **Backspace** softkey or ◄ to correct any errors. To dial the number your can either lift the handset, press the **Dial** softkey, or press the Speaker in the model 390 or ◄)/↷ in the 480e. If you have the model 480e phone you can turn off this option using **Live Dialpad** feature.

Making calls

If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that restricts your access to long distance area codes and dialing prefixes.

Using the Redial List

The Redial List records the last 10 numbers you dialed.

Redialing a Number

1. Press Redial to view the Redial List.
2. Use the ▲ and ▼ keys to move the cursor to the number you want to dial.
3. Lift the handset to dial the number, or press the **Dial** softkey or press the Speaker in the model 390 or ◄)/↷ in the 480e.

Deleting the Redial List

1. Press Redial to view the Redial List.
2. Press the **DeleteList** softkey.
3. Press the **Delete** softkey to confirm.

Headset Operation

The mode 390 phone is headset compatible and the 480e is equipped with headset mode.

Contact your telephone equipment retailer or distributor to purchase a headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset

Using a headset with your INTERACTIVE INTELLIGENCE 390 phone

Making calls using a headset

1. Remove the handset from the phone cradle to get dial tone.
2. Dial the number.
3. To end a call, return the handset to the phone cradle.

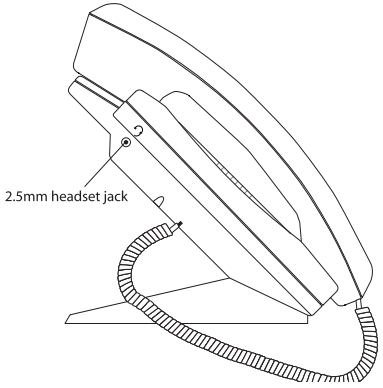
Receiving calls using a headset

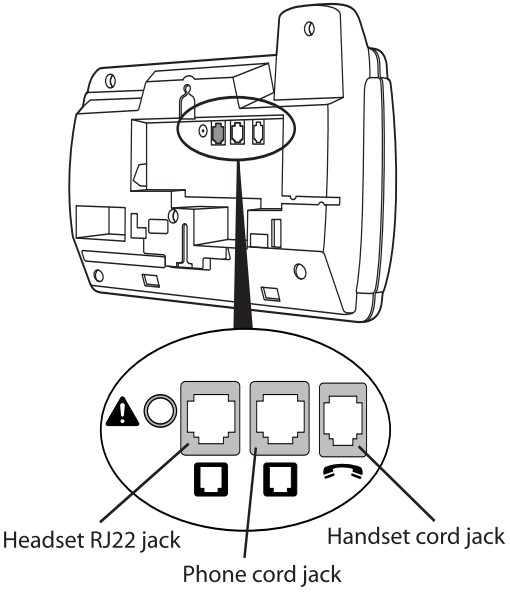
1. When you receive an incoming call, remove the handset from the phone cradle
2. To end a call, return the handset to the phone cradle.

Using a headset with your INTERACTIVE INTELLIGENCE 480e phone

The Model 480e is equipped to accept headsets with either a modular RJ22 jack or a 2.5mm standard jack. Headsets with a modular RJ22 jack can be connected to the phone by using the jack on the back of the set. Headsets with a standard 2.5mm jack can be plugged

into the headset jack located on the left hand side of the telephone.



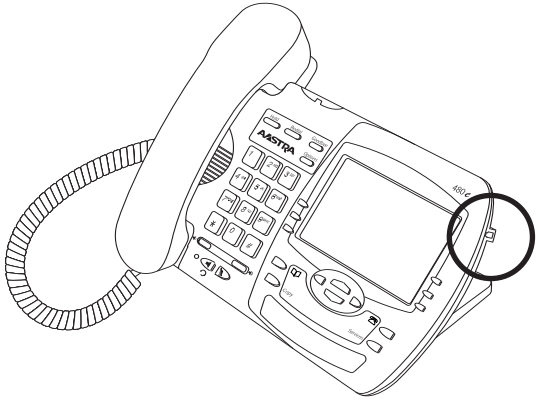


Making and Receiving calls using a Headset

1. Ensure that you have selected a headset audio mode by accessing the Options menu.
2. Press the / key to obtain dial tone or answer an incoming call. Depending on the audio mode selected from the Options menu, dial tone or an incoming call will be received on either the headset or the hands free speakerphone.
3. Press the Goodbye key to end the call.

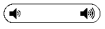
Dataport Operation

The INTERACTIVE INTELLIGENCE 480e phone is equipped with a dataport6 located on the right hand side. The data port can be used to connect another device such as a fax machine or computer modem to the phone. Plug one end of a line cord to the phone and the other end to the device to be connected.
Note: *The dataport will only operate when the handset is on hook (in the phone base cradle).*



Adjusting the Volume

Pressing the volume button adjusts the receiver, speaker, and ringer volume. The default handset and headset volume is always set at medium

- To adjust the **ringer** volume, leave the handset in the cradle and press the volume button  while there is no active call. There are 8 settings for the ringer—the display will temporarily indicate the current ringer volume setting.

- To adjust the **handset/headset** volume, press the volume button while you are on a call. The handset will return to the default volume after you hang up.

- To adjust the **speaker** volume, press the volume button while the speaker is activated (activate the speaker by pressing Speaker in the model 390 or in the 480e. The speaker will remain at this volume until it is adjusted again.

Status Lights

Speaker Light

- Speaker light is on: a call is on Handsfree (speaker).
- Speaker light flashes slowly: indicates that the headset/handset is being used.
- Speaker light flashes and the screen displays the prompt Microphone muted: a call is muted. Press Mute in the model 390 or in the 480e to take the call off mute.

Telephone Light

- Light flashes and the display shows Call is on hold: a call is on hold. Press Hold or lift the handset to take the call off hold.
- Light flashes and the display shows Message Waiting: you have voicemail.
- Light flashes quickly and the ringer sounds: you have an incoming call.
- Light is on and the display shows Extension in use: an extension telephone is using the line. The message also appears when the telephone is not properly connected to a phone line.

Timing a Call

When you make or answer a call, the Timer shows the elapsed time of the call.

Additional Phone Features

Emergency Service Feature

The INTERACTIVE INTELLIGENCE 390/480e will provide telephone service during a power failure. However, only the dial pad, ringer and handset will function. If you are on a handset call during a power interruption, the 390/480e will keep the call, although the display will not work while the power is off. Handsfree calls will not be reestablished during a power interruption.

Using the Directory

The Directory can store up to 200 names and numbers, which are displayed in alphabetical order.

Tip: Store all your Directory contacts the same way, either first name first, or last name first. This will make it easier to find names and numbers.

Adding a Name and Number to the Directory

1. Press the Directory button 🕮.
2. Press **AddNew** softkey.
3. Enter the number using the dial pad. You can enter up to 24 digits. Hyphens will be automatically added.
   - If you need to enter a pause (between your voice mail number and password, for example), press the **Pause** softkey. The pause icon will appear.
   - To program a number that uses Flash, press **Flash** where it is required in the number. The Flash icon will appear.
   - Press Backspace or ◄ to erase a number.
4. Press **Save** softkey
5. Enter a name using the letters on the dial pad. See the following instructions "Entering Letters and Characters" to enter names using the dial pad. The name can have up to 16 characters, including spaces. Press **NextSpace** or ► to move to the next letter or add a space. Press **Backspace** or ◄ to erase a character.
6. Press **Save**. The new entry now shows on the display.

Tip: You can also copy an entry from the Callers List to the Directory using the Copy button, before or after you have changed it.

Entering Letters and Characters

You can enter characters using the telephone's dial pad. To enter a letter, press the key with that letter on it. If the letter is the second one on that key, press the key twice.

For example, to enter 'R' press 7 three times. The cursor will advance to the next space after a delay of 2 seconds or if you press a different key. To change the case of a letter, press **Changecase**, and then enter the letter. By default the first letter of a word or name will be capitalized, and the letters following will be lower case.

Special characters are entered by pressing the 1 and the # keys. Characters will appear in this order:

1 & , ( ) ` . _ - 1

/ \ @

Finding Entries in the Directory

1. Press the Directory button 🕮. Once in the Directory:
2. Press ▼ to scroll down and ▲ to scroll up one listing at a time. Hold either key down to scroll continuously.
   OR
   Press a dial pad key to see listings that start with that letter. For example, 5 takes you to the first "J" listing, 5 5 takes you to the first "K" listing.

Changing Entries in the Directory

1. Press the Directory button 🕮
2. Find the entry you would like to change.

3. Press the **Change** softkey.
4. To change the number, use **Backspace** or ◄ to erase digits. Use the dial pad to add digits. Use Pause to insert a 2 second pause. The pause icon will appear.
5. Press **Save** to move to the name.
6. To change the name, use **Backspace** or ◄ to erase letters. Use the dial pad and **NextSpace** to add letters. Press **ChangeCase** to switch between upper and lower case.
7. Press **Save** to save changes.

Copying from the Callers List, the Redial List, or the Display to the Directory

1. Open the Callers List, Redial List, or answer a call.
2. When the number is displayed on the screen, press Copy. If the entry includes a name and number, the display will show **Saved:Directory**.

Note: *If the entry is a number only (such as in the Redial List), you will be prompted to enter a name. Once you've pressed* **Save** *to save the name, the display will show* **Saved: Directory**.

Dialing from the Directory

1. Press the Directory button.
2. Find the entry you would like to call in the Directory.
3. Lift the handset to dial the number, or press Dial or Speaker in the model 390 or / in the 480e to dial the number using Handsfree.

Deleting an Entry from the Directory

1. Press the Directory button.
2. Find the entry you would like to delete.
3. Press **Delete**.
4. Press **Delete** again to confirm.

Deleting all Entries in the Directory

Once you have deleted the Directory, you cannot get entries back. You can protect the Directory by locking it.

To permanently delete all entries in the directory:
1. Press the Directory button to open the Directory.
2. Press **Deletelist**
3. Press **Delete** to confirm.

Locking the Directory

You can lock the Directory so that entries cannot be deleted or changed. You cannot add entries to a locked directory.

1. Press Options.
2. Press Hold.
3. Press *. The display shows Directory locked.

Unlocking the Directory

1. Press Options.
2. Press Hold.
3. Press *. The display shows **Directory unlocked**.

Using the Callers List

The Callers List records the last 100 callers, in the order that they called. The telephone display will indicate when there are new callers.

When the Callers List is full, new callers are added to the list, and the oldest callers are deleted.

In the Callers List you will see the message XX New caller(s), XX Call(s) bumped on the display.

Viewing the Callers List

1. Press the Callers button ☎.
2. Press ▲ and ▼ to move up and down in the Callers List. Hold either key down to scroll continuously. You can also press **Resume** to see the last caller you viewed the last time you entered the Callers List. Press the Callers button ☎, **Quit**, or Goodbye at any time to leave the Callers List.

Note: *Goodbye will also hang up a caller if you are on a call.*

Calling an Entry in the Callers List

1. Press the Callers button ☎.
2. Find the entry you would like to call in the Callers List.
3. Lift the handset to dial the number, or press Dial or Speaker in the model 390 or 🔊/↻ in the 480e to dial the number using Handsfree.

Copying from the Callers List to the Directory

When the number is displayed in the Callers List, press Copy. The display will show **Saved: Directory**.

Note: *If the entry in the Callers List does not have a name (i.e. if the name is listed as Unknown or Private), you will be prompted to enter a name. You can edit a number in the Callers List and then copy it to the Directory.*

Changing a Number in the Callers List before Dialing

1. Press the Callers button ☎.
2. Find the caller in the Callers List you wish to dial.
3. To add digits, use the dial pad.
4. To delete digits, press **EditNum** to begin editing. Use the dial pad to add digits.
5. Lift the handset to dial the number, or press Dial or Speaker in the model 390 or 🔊/↻ in the 480e to dial the number using Handsfree.

Tip: If you have to frequently remove area codes to return local calls, you should use the Area Codes option and add your local area code(s).

Note: *The Callers List does not save changes. If you plan to dial the number again, copy it to the Directory and change it there.*

Deleting an Entry in the Callers List

1. Press the Callers button ☎.
2. Find the entry you would like to delete in the Callers List.
3. Press **Delete**.
4. Press **Delete** again to confirm. The display shows **Item is erased**.

Deleting all Entries in the Callers List

1. Press the Callers button ☎.
2. Press **DeleteList**.
3. Press **Delete** to confirm. The display shows **Callers list is empty**.

FAQ

Why don't the "VMail", "Status", "CallFwd" and "DND" soft keys work?

If you have INTERACTIVE INTELLIGENCE's EIC or CIC version 2.2 and your phone is plugged into an Acculab Telephony Card extension, this feature may become unresponsive. Acculab cards are affected by a delay that occurs while the system counts up the mail you have saved for your extension (voicemails, faxes... etc.). The more the mail, the longer the delay.

Contact your dealer for information on how to change your phone's programming to allow longer delays for your system. By keeping the amount of mail you have on the phone system for your extension low, this can also help.

Why don't numbers I return from the callers list connect?

When returning a call from an outside caller, you must add the trunk pre-dial string at the front of the number. This is usually a "9". You can add a "9" easily by pressing **`EditNum`**.

Incoming calls are recorded with the area code attached, whether they are long distance or local calls. You must remove the area code from local calls in order to call from the Callers List, or use the Area Code option in the options list to have local area codes automatically removed.

Alternatively, you may need to add '1' before long distance numbers in order to dial long distance.

Why is my display blank?

Ensure that the power adaptor is fully plugged into the electrical outlet, and that the outlet is supplying power.

How do I set the time and date?

Ask your system administrator to make sure your extension is configured for MDMF Caller ID format. Then, the first incoming call will update the phone with the time & date from the clock in the INTERACTIVE INTELLIGENCE system. Otherwise, use the Time/Date option in the options list to manually set the time and date.

Can I turn off the light on the screen?

No. You can only adjust the contrast of the display.

Why can't I hear a caller or be heard?

Increase the receiver or speaker volume. Make sure the handset cord is inserted securely into the jack. If the speaker light is flashing, the call is muted; press the *Mute* key (on the 480e) to turn mute off; the light will be steady and not flashing.

Why don't I see any caller ID?

Ask your system administrator to make sure your extension is configured for MDMF caller ID format.

What if I accidentally deleted the services on my INTERACTIVE INTELLIGENCE phone?

If your phone is not loaded with any other Telco services, you should be able to restore the INTERACTIVE INTELLIGENCE features.

Press the "services" button on the bottom right of the phone. **`Restore`** should be visible (the top right softkey on the screen); press Restore and your INTERACTIVE INTELLIGENCE services should be reloaded. If restore is not visible, follow the instructions in the section titled Screen and Softkey Setup.

How can I get the Softkeys back when they disappear after I have hung up the phone?

Pickup the handset or press the speaker button and the softkeys will reappear. You can also press the "services" key and select the service in the first slot. Please review the section of the manual titled Idle State.

How come the screen doesn't show the Transfer button right away when I am connected to a caller?

Please do not manually dial pickup codes, such as *95, to connect to a call. Please use the softkeys instead, such as **Pickup** instead of dialing *95. By using the softkey, the phone will present you with the Connected State screen right away

Why doesn't the caller hear the on-hold music when I put them on hold?

Please make sure your administrator has connected a music source to your INTERACTIVE INTELLIGENCE system. Do not use the Hold button at the top of the phone, as that will only place the caller on Hold at the set (similar to mute). Use the **Park** softkey to park the call at an Extension, Workgroup, or Station; or use the **NewCall** softkey to put your current call on hold so that you can make another call. You cannot retrieve a Parked call, however you can retrieve a call on hold by pressing the **Unhold** softkey when connected to another call or by pressing the **Pickup** softkey when your phone is idle.

Why does the phone hang up or drop calls intermittently when I'm on speakerphone calls?

Please make sure the power adapter is secured properly in the back of the phone. Also make sure you have the cables connected to the phone through the base as described in the section titled **Installation and Setup**.

Why does the telephone wobble on the desk?

Please make sure the cables routed through the base are pushed into the grooves provided. Review the section titled **Installation and Setup**.

Limited Warranty

INTERACTIVE INTELLIGENCE Communications Inc. warrants this product against defects and malfunctions. Please consult the warranty information included with the packing slip for your INTERACTIVE INTELLIGENCE Communications System for more details.

Exclusions

INTERACTIVE INTELLIGENCE Communications Inc. does not warrant its telephone sets to be compatible with the equipment of any particular telephone company or telephone system other than INTERACTIVE INTELLIGENCE products. The warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession. INTERACTIVE INTELLIGENCE Communications Inc. shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with

other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes. This warranty sets forth the entire liability and obligations of INTERACTIVE INTELLIGENCE Communications Inc. with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchant-ability.

Warranty Repair Services

Should the set fail during the warranty period, in North America, please contact your authorized INTERACTIVE INTELLIGENCE dealer. Or for further information call Sayson Technologies at (604) 730-1842. You may be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact your INTERACTIVE INTELLIGENCE dealer or, call 1-800-574-1611 (in North America).

Note: *Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.*

Important Safety Instructions

The following safety instructions cover the installation and use of the Product. Read carefully and retain for future reference.

Installation

WARNING: To avoid electrical shock hazard to personnel or equipment damage, observe the following precautions when installing telephone equipment:

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines. The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

This symbol on the product is used to identify the following important information: Use only with a CSA or UL certified CLASS 2 level C power supply, as specified in the user guide.

Use

When using your telephone equipment, basic safety precautions should always be followed to reduce risk of

fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow the instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
6. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
9. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock do not disassemble this product, but have it sent to a qualified service person when some service or repair work is required.
11. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

a) When the power supply cord or plug is damaged or frayed.

b) If the product has been exposed to rain, water, or liquid has been spilled on the product, disconnect and allow the product to dry out to see if it still operates; but do not open up the product.

c) If the product housing has been damaged.

d) If the product exhibits a distinct change in performance.

12. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.
14. **CAUTION**: To eliminate the possibility of accidental damage to cords, plugs, jacks, and the telephone, do not use sharp instruments during the assembly procedures.
15. **WARNING**: Do not insert the plug at the free end of the handset cord directly into a wall or base- board jack. Such misuse can result in unsafe sound levels or possible damage to the handset.
16. Save these instructions.

US Regulations—Please Read Carefully

Federal Communications Commission (FCC) Notice

FCC registration number: This telephone equipment complies with Part 68, Rules and Regulations, of the FCC for direct connection to the Public Switched Telephone Network. (The FCC registration number appears on a sticker affixed to the bottom of the telephone).

Your connection to the telephone line must comply with these FCC rules:

- An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.
- Use only an FCC Part 68-compliant Universal Service Order Code (USOC) network interface jack, as specified in the installation instructions, to connect this telephone to the telephone line. (To connect the phone, press the small plastic tab on the plug at the end of the phone's line cord. Insert into a wall or baseboard jack until it clicks. To disconnect, press the tab and pull out.) See installation instructions for details.
- If the terminal equipment causes harm to the telephone network. The telephone company will notify you in advance that temporary discontinuance of the product may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. You will also be advised of your right to file a complaint with the FCC, if you believe it is necessary.
- If a network interface jack is not already installed in your location, you can order one from your telephone company. Order the appropriate USOC Network interface jack, as specified in the installation instructions, for wall-mounted telephones or for desk/ table use. In some states, customers are permitted to install their own jacks.
- Your telephone may not be connected to a party line or coin telephone line. Connection to Party Line Service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)
- It is no longer necessary to notify the Telephone Company of your phone's Registration and REN numbers. However, you must provide this information to the telephone company if they request it. The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modification to maintain uninterrupted service.
- Do not attempt to repair this equipment. If you experience trouble, call 1-800-574-1611 for warranty and repair information.

Ringer Equivalence Number: The FCC Registration label (on bottom of phone) includes a Ringer Equivalence Number (REN), which is used to determine the number of devices you may connect to your phone line. A high total REN may prevent phones from ringing in response to an incoming call and may make placing calls difficult. In most areas, a total REN of 5 should permit normal phone operation. To determine the total REN allowed on your telephone line, consult your local telephone company.

Hearing aids: This phone is compatible with hearing aids equipped with an appropriate teleco options.

Programming Emergency Numbers:
When programming emergency numbers and/or making test calls to emergency numbers:
1. Remain on the line and briefly explain to the dispatcher the reason for calling before hanging up.
2. Perform such activities in the off-peak hours, such as early mornings or late evenings.

EMI/EMC (FCC Part 15)

Note: This equipment has been tested and found to

comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Special Note

If you have an Interactive Intelligence EIC or CIC version 2.2 and your phone is plugged into an Acculab telephony card extension, you may find that the Vmail, Status, CallFwd and DND softkeys become unresponsive. Aculab cards are affected by a delay that occurs while the system counts up the mail you have saved for your extension (voicemail, faxes, etc.). The more mail saved, the longer the delay.